

## Agencies that can also provide you with Complaints Assistance

### Complaints concerning Disciplinary Action:

Area Defense Counsel, located at RAF Lakenheath, 226-3608

### Complaints concerning discrimination or harassment:

501 CSW/EO, 268-3829 (See AFI 36-2706)

### Hazardous working conditions:

501 CSW/SE, 268-3837, or your Group Safety Office

### Family Support or Private Indebtedness Issues:

Unit Commander or First Sergeant

### Civilian Personnel Issues or Grievances:

Civilian Personnel Office, 100 FSS/FSMC, RAF Mildenhall, 238-3668 (See AFI 36-1203)

### Medical or TRICARE Issues:

Your servicing Medical Treatment Facility

### Postal Complaints:

Your Servicing Postmaster

### Appealing an Evaluation Report (OPR/EPR):

Military Personnel Flight, 100 FSS/FSMP, RAF Mildenhall (See AFI 36-2401)

### Government Vehicle Abuse/Misuse:

Base Vehicle Fleet Manager



### 501st Combat Support Wing Wing Inspector General Contact information

#### Mailing Address:

501 CSW/IG  
Unit 501 Box 23  
APO AE 09470

#### Location:

Building 657, Room 139  
RAF Alconbury

#### E-mail:

[501csw.ig@alconbury.af.mil](mailto:501csw.ig@alconbury.af.mil)

#### Telephone:

DSN 314-268-3853  
Comm. 01480 843852  
MOBEX 247-3006



Mr. Jim Mogan  
Wing Inspector General



## 501st Combat Support Wing Inspector General Guide

### The Air Force IG Complaints Resolution Program (AFI 90-301)

### ***YOUR GUIDE FOR:***

### ***SEEKING IG ASSISTANCE***

### ***FILING AN IG COMPLAINT***

### ***REPORTING FRAUD, WASTE AND ABUSE (FWA)***



## The Air Force Complaints Resolution Program

### The Wing Inspector General

Established under the authority of 10 USC Sec 8014/8020 and implemented by the Air Force in Air Force Instruction (AFI) 90-301, the Wing Inspector General (IG) serves as the eyes and ears of the commander, monitors and executes Wing Inspections programs, and has the responsibility to inquire and report on the discipline, efficiency, and economy of the Wing. The IG also has the authority to conduct investigations, and has sole authority to investigate allegations of Reprisal, Restriction (access to an IG or a Member of Congress), and Improper Mental Health Evaluations (IMHE).

Anyone may present a grievance, complaint, or request for assistance to an IG. That includes military members, family members, DOD and Service Component Civilian employees and their family members, and members of the general public. Contact with an IG is a protected communication under federal law. No one may be restricted from accessing an IG or may be reprimed against for having made a protected communication. Reprisal, if substantiated, is a violation of federal law and the Uniform Code of Military Justice (UCMJ).

As the Commander's confidential "eyes and ears", the IG is not included as an integral member of the chain of command but has unfettered access to the commander. The IG is able to conduct unbiased investigations and inquiries and report the facts directly to the Commander. The IG's purview extends to the command authority of the Wing Commander. The Wing IG coordinates with the IGs of those non 501 CSW organizations that are located at 501 CSW bases, with the IGs of our neighboring Wings at RAF Mildenhall and RAF Lakenheath and with the IG at Headquarters, USAF.

The IG also serves as a key link in the DOD Fraud, Waste, and Abuse (FWA) Reporting Program. The IG receives and acts on FWA reports submitted to the Wing IG and also serves as the local point of contact on reports submitted either to higher headquarters IGs or to the DOD FWA Hotline that pertain to 501 CSW and our bases. Anyone who believes that fraud, waste, or abuse of authority has occurred may submit a report to their chain of command, their IG, to the DOD FWA Hotline. Prevention of FWA is **EVERYONE'S** business!

## Submitting an IG Complaint or Requesting IG Assistance

The Wing IG is always available to you to receive complaints or requests for assistance. However, here are some points to consider before you contact the IG concerning an issue or problem.

- Have you spoken to your chain of command? While there is no requirement to speak to your chain prior to contacting the IG, many issues can be resolved by using the chain. Keep in mind that your chain doesn't end at the first or second echelon but continues through your squadron and group commanders to the wing. And complaints/grievances expressed to a commander at **ANY** level is a *protected communication*, just as contacting the IG.
- Is there an In-place grievance or appeal channel for the issue or grievance? For example, Evaluation reports that are a matter of record must be appealed through the process outlined in AFI 36-2401. Matters dealing with disciplinary action should be addressed to the Area Defense Counsel, located at RAF Lakenheath. Matters dealing with discrimination or civil rights issues should be addressed to the Wing Equal Opportunity (EO) office. If you are not sure, the IG can assist you in identifying the appropriate resolution path.
- Is it a matter that pertains to another organization outside of the 501st CSW? If so, and it is another Air Force organization, the 501 CSW Wing IG can accept your complaint under the Air Force "One Base, One IG" policy in AFI 90-301. If it pertains to a DOD agency or another service, the IG can identify the contact information for the appropriate IG for you.
- Do you have all of your facts and supporting documents (if appropriate)? Having them ready and available when you speak to the IG will help expedite a resolution.
- Is it a current/ongoing problem? Matters more than 60 days old may be dismissed unless there have been reasonable extenuating circumstances.

## The IG Process

There are several ways to contact the Wing IG. You may first want to call or send an e-mail and set up an initial interview concerning the case. Formal requests should be submitted in writing on AF Form 102 (available in fillable format on the Air Force e-publications web site). You may submit a complaint anonymously. However, please be aware that an anonymous complainant will not receive a response. All communications to the IG are expected to be truthful; knowingly false statements made by anyone to an IG, complainant or subject, are subject to disciplinary action and are no longer protected communications.

Anyone may also choose to visit the IG in person. You do not need permission from any source to seek IG assistance or submit a complaint. You may need permission to be absent from your work section during a duty day but the IG will neither confirm nor deny that someone has visited the IG Office to file a complaint or request assistance.

Unless the complaint is submitted anonymously, please ensure that the AF Form 102 or letter to the IG contains current contact information (e-mail; phone; mailing address). This will help facilitate any clarifications needed concerning your issue and notifications on resolution status and closure.

There are five possible paths that an IG complaint may take, based on the complaint analysis:

- **Assist.** This is where the IG provides information on the correct path to resolve an issue, contact information, or interpretation of policy or regulation when there is no evidence or allegation of wrongdoing.
- **Refer.** This is when the IG refers a complaint for response to an agency or commander within the Wing that can more appropriately resolve a problem.
- **Transfer.** This is when the action or problem alleged to have occurred in the complaint falls outside of the command and control of the Wing Commander and is formally transferred to the appropriate IG.
- **Investigate.** This is a formal investigation when the complaint analysis supports that a properly framed allegation of wrong doing can be drafted.
- **Dismiss.** A complaint is dismissed when no evidence exists of wrong doing, when the allegation fails to meet timeliness for submission standards without reasonable extenuating circumstances, was submitted frivolously, or has already been resolved.